

Q1: What procedure should we follow to price any additional resource we may propose? The pricing template does not include a line-item for this.

A1: If an Offeror proposes an additional labor category or categories in accordance with Section L.13.A of the RFP, then the Offeror must add the labor category or categories to the RFP Attachment “1” and must propose the RFP required fully burdened labor rates and provide the RFP required component breakout as required in Section L.13E of the RFP. RFP Attachment “1” has been provided in Excel format for this purpose.

Q2: Regarding the Volume II: Price Proposal – Section E on page 51 of the RFP materials states that pricing for each labor category should be provided in 3 ways: 1) On-Site with Gov’t Furnished Furniture, 2) On-Site (space only, no furniture), and 3) Off-Site. Does #2 include space that has been “built-out”, or will the contractor be expected to bear the cost of build out (wiring, space compartmentalizing, etc.)?

A2: Offerors are not expected to bear the cost of build out of the space.

Q3: On Page 6 of the RFP, USPTO declares in C4.4 “The contractor shall evaluate planned changes provided by USPTO....” – what are the current, if any, planned changes to the ECC system?

A3: There are no planned major changes at this time. There is a possible system replacement in FY13.

Q4: What is the current OCIO configuration management system utilized by the ECC Infrastructure Support Team today?

A4: Remedy

Q5: In the file named ECC_RFP_Attachment_1_Base_Year, the table has a column labeled *ESTIMATED MAN HOURS. My understanding is that this column is for presenting the Government’s hours estimate and is NOT to be filled in by bidders. Is that correct? If not, please explain the formula to be applied in filling in this column.

A5: The column titled “ESTIMATED MAN-HOURS” is not to be filled in by Offerors.

Q6: In section L.15 the solicitation states that the font may not be smaller than twelve (12) point, Times New Roman. Are tables, charts, graphs and figures excepted from the font size restriction of 12 point?

A6: No.

Q7: In section L.15 the solicitation states that "all proposal documents shall not exceed a total of twenty-five (25) pages excluding resumes and past performance information. Are the Offeror's price proposal and representations and certifications excluded from this page count restriction?

A7: Yes, the page restriction only applies to Volume 1 of the Offeror's proposal.

Q8: Are Proposal Volume covers, title page, and a table of contents excluded from the twenty-five (25) page count limit identified in L.15? (Title page needed for confidentiality statements regarding the disclosure of proprietary proposal information.)

A8: Yes.

Q9: Regarding Section C, numerous references to the USPTO Software Development Lifecycle (SDLC). Would the Government provide a copy of the current SDLC for review?

A9: Published SDLC information is available searching SDLC at www.uspto.gov.

Q10: There is information in the RFP referencing Help Desk Support in section C. What level of support? Level I, Level II, or Level III? What type of personnel would be necessary to support these services? Who are the key personnel? What experience and education must they have in order to be considered for the position?

A10: Sections C and H of the RFP provide the necessary information to submit the required proposal.

Q11: Regarding Section C.23.2, as well as numerous references to Task Orders in the narrative. Please confirm that this is a single award, labor hour/T&M contract and not an Indefinite Delivery Indefinite Quantity (IDIQ) contract.

A11: In accordance with Section B.2 of the RFP titled "TYPE OF CONTRACT", the contract resulting from the subject RFP will be a Labor Hour/Time and Materials type contract and will be a single award in accordance with paragraph M.7 of the RFP. In addition, task orders will be issued under the resulting contract to order required services.

Q12: Regarding Section C.4.13, 508 compliance. What is the state of the USPTO's compliance with Section 508 of the US Rehabilitation Act? Does the government anticipate the work to maintain compliance, or to bring current systems into compliance?

A12: The Government anticipates that the successful Offeror will assist the USPTO with maintaining Section 508 compliance concerning USPTO owned systems.

Q13: Regarding C.14, Customer Training. Please confirm the anticipated level of effort for training.

A13: The Government anticipates the successful Offeror will provide minimal training under the resulting contract.

Q14: Regarding Section C.34.2 and C.34.3, as well as Attachment 1. The RFP stipulates that this is a stand-alone Time and Materials Contract for five labor categories with a combined level of effort of 10,200 hours. However the scope of the contract has doubled since the predecessor contract which had a value of \$15 million. Further the use of task orders is referenced throughout the RFP. Is the contract type intended to be an IDIQ and the 10200 hours are only included for price evaluation purposes?

A14: See the answer to question number 11. In addition, Attachment "1" to the RFP contains an estimate of 10,200 hours per year for up to five years (one base year and up to four, one year option years) for a Grand Total of 51,000 man-hours. In addition, Section M of the RFP describes how each Offeror's proposed fully burdened labor rates will be evaluated.

Q15: The incumbent contract has billed approximately \$15M. The contract is only valued at \$6M. If the program is doubling in size, the contract value would be approaching \$30M. What is the correct value for the program?

A15: The ECC program under the subject RFP consists of the following: (1) An estimate of 10,200 hours each year for up to five years (base year and up to four, one year option years, See Attachment "1" to the RFP), (2) A total dollar ceiling of \$7,200,000.00 (added by Amendment 0002 to the subject RFP) and (3) supports the call centers described under Section C of the RFP. In addition, the program has not doubled in size.

Q16: Section L.13, regarding Volume I page limit. Will the government consider increasing the page count for Volume I.

A16: The Volume 1 total page limit will remain at 25 pages. However, the page limit on personnel resumes has been increased from not to exceed two pages to not to exceed four pages. (See Amendment 2).

Q17: Section L.13.A, regarding additional labor categories. Does the government anticipate the need for additional labor categories? If so, please provide the additional labor categories anticipated to execute the contract.

A17: The Government doesn't anticipate the need for additional labor categories to perform the work under the subject RFP. However, section L.13.A of the RFP allows for Offeror's to propose additional labor categories (if any) and their descriptions provided that they also provide an appropriate rationale for proposing them.

Q18: Section L.13.A, regarding additional labor categories. Section C makes reference to Certification and Accreditation, Documentation maintenance, and Section C.21 speaks directly

to Configuration Management. Due to the perceived focus on Configuration management, we recommend that the Configuration Manager labor category be added to the required minimum labor categories for this contract.

A.18: See the answer to question number 17.

Q19: Section L.13.A, regarding Service Level Agreements (SLA). There is no reference of SLA's in Section C of the solicitation. Please confirm that SLA's are a part of this response. If so, could the government please provide the SLA's for this effort?

A19: Section C of the subject RFP does list SLA's relevant to the required work. In addition, Section L.13.A of the RFP does allow for Offerors to propose additional SLA's for the work required in the subject RFP provided that the Offeror explain how they will benefit the USPTO.

Q20: Section L.15, regarding font requirements. Will the government allow Times New Roman, 10 point font for charts, graphics, and tables?

A20: See the answer to question number 6.

Q21: Section L.13.C and L.13.D, regarding Experience and Past Performance. Please confirm that the Prime contractor may submit and include relevant experience, past performance citations, and past performance questionnaires for its major subcontractors.

A21: Offeror's may list reference contracts from its proposed subcontractors to address Experience Factor C and may have cognizant references submit to the USPTO CO past performance questionnaires pertaining to the performance of its proposed subcontractors to address Past Performance Factor D provided Offeror's follow the instructions in Sections L.13.C (Experience) and L.13.D (Past Performance) of the RFP. Offerors are reminded that Section L.13.C. of the RFP states the following: "However, at least one of the reference contracts shall be from the proposed Offeror where the Offeror served in the role of a prime contractor or subcontractor."

Q22: Regarding attachment 2, Past Performance Questionnaire. Would the government please send out a Microsoft word (.doc or .docx) version of this document?

A22: A Microsoft word version of RFP Attachment 2 will be posted to FBO.

Q23: The previous RFP under C.1 Introduction states, "Currently the system serves 17 business centers utilizing approximately 266 agents and supervisors." The current RFP states, "Currently the system serves 25 business centers utilizing approximately 500 agents and

supervisors.” According to this statement the program is increasing by two fold. What is the current size of the program?

A23: See the answer to question number 15.

Q24: Attachment 1 only provides a price schedule for Option year 4. Will the Government please provide a Schedule of Prices for the Base Year and Option Years 1-3?

A24: The full Attachment “1” containing the base year and option years 1 through four have been posted to FBO.

Q25: Attachment 1: The description for CLIN 0002 states that “Necessary Material/Equipment will be listed on Individual Task Orders.” Please clarify how Offerors should price this CLIN if this is not an IDIQ contract and references to task orders are deleted?

A25: See the answer to question number 11. Additionally, references to task orders will not be deleted and Offerors shall not price CLIN 0002.

Q26: How will the “Estimated Man Hours” be applied in the evaluation of total price?

A26: Offerors’ proposed fully burdened labor rates will be evaluated in accordance with Section M.5.E of the RFP.

Q27: Reference section M.5.E:

- a. Will the Government please provide Offerors with the representative labor mix that is being used to calculate the total price for CLIN 0001?
- b. Please provide detail on how the labor rates in CLIN 0001 will be averaged and figured into the total evaluated price. (i.e. will the government merely average the 3 types of rates for each Labor Category and then apply that rate to the LOE for that category or will the Government develop one overall averaged rate and apply it to the total 10,200 hours?)

A27: The representative labor mix and the method of averaged labor rates will not be provided to the Offerors at this time.

Q28: What types of furnishings should Offerors include in their prices?

A28: When pricing the fully burdened labor rates costed as on-site (Government provides space only, no furniture provided) Offerors shall include in their fully burdened labor rates standard office furniture required to perform the services required in section C of the RFP. Offerors are reminded that the Offeror’s proposed on-site and off-site fully burdened labor rates do not include Government furnished computing equipment (see Section L.13.E of the RFP). Therefore, Offerors should include in their proposed fully burdened rates for all on-site and off-

site costing methods the cost of the contractor providing its own computing equipment necessary to provide the services required in Section C of the subject RFP.

Q29: In *Section L.13.D, Past Performance*, 2nd paragraph, please clarify whether the government seeks past performance references from the prime contractor only, or the Offeror 's team as discussed in *Section L.13.C Experience*.

A29: See the answer to question number 21.